



STATE OF TENNESSEE

REQUEST FOR INFORMATION (RFI) # 31701-03062

State Wide Local Exchange Service for Flat Rate Business/Residential Local Exchange Service (1FB/1FR)

July 7, 2011

A. STATEMENT OF INTENT:

The State of Tennessee (State), Department of Finance and Administration, Office for Information Resources (OIR), issues this Request for Information for the purpose of seeking knowledge from the vendor community regarding Flat Rate Business/Residential Local Exchange Service (1FB/1FR).

Information provided will assist the State in understanding the current state of the marketplace, for flat rate business/residential local exchange service.

The market research is not a competition. The information obtained from information via e-mail will be used only to improve the State's knowledge of private industry's capabilities. No evaluation of participating vendors will occur and your participation is not a promise of future business with the State. Responding or not responding to this RFI does not preclude the vendor from bidding on any future solicitations. Pricing information must NOT be submitted with your information packets. The State appreciates your cooperation and looks forward to a meaningful and very productive collaborative market research effort.

The information gathered during the RFI is part of an ongoing procurement. The RFI responses will not be available until the open records period of the resulting RFP pursuant to Tennessee Code Annotated section 10-7-504(a)(7). Our hope is that this will encourage vendors to participate in the RFI process without fear that such participation will compromise their competitive position. (In the event that the RFI does not result in the publication of an RFP, the RFI records will be available for public review upon the final determination that an RFP will not be issued.)

B. BACKGROUND:

The State of Tennessee is looking to secure an agreement for flat rate local exchange service for both business and residential lines and associated features.

The flat rate local exchange service will be for State of Tennessee employees, who can be located anywhere across the State in State Offices working behind State provided telephone systems (Centrex or PBX systems) or personal residences. Flat rate business/residential line services for the State of Tennessee may include but are not limited to:

- Flat Rate business line with caller ID (all rate groups)
 - Residential flat rate line with caller ID
 - Business Line Touch Tone
 - Residential Touch Tone Service
 - Business Line Hunting
 - Business Line Caller ID-Deluxe w/o ACR (per Multiline Hunt Groups)
 - Business Line Connection Charge
 - Residential Line Connection Charge
 - Business Line End User Common Line (EUCL)
 - Residential Line End User Common Line (EUCL)
 - Business Federal Universal Service fund Surcharge
 - Residential Federal Universal Service fund Surcharge
 - Voice mail associated with the local exchange line
- It is envisioned, the contract will have separate line items for metropolitan and rural areas for business and residential flat rate lines.

C. GENERAL INSTRUCTIONS. The State is requesting the following information from all interested parties:

C.1 Are you interested in bidding on a contract for a single prime contractor with management responsibilities for all Local and Independent Local Exchange Carriers/ CO-OPs located in Tennessee? Responsibilities will include a single point for ordering, billing and triaging trouble calls and routing the trouble ticket to the appropriate provider.

C.2 Please provide suggestions for bundling of service features and/or suggestions for how the state can solicit a single vendor to manage the current 4300 plus local exchange lines.

D. INSTRUCTIONS FOR RESPONDING

D.1. Please feel free to contact the Department of Finance and Administration with any questions regarding this RFI. The point of contact is:

Karen Taylor, NetTN Program Manager
Department of Finance and Administration
15th Floor Tennessee Tower
312 Rosa Parks Blvd.
Nashville, TN 37243
Phone: 615-741-4425
Fax: 615-741-4996
Email: Karen.Taylor@tn.gov

D.2. Please provide your response via e-mail to the contact person listed above by close of business, 4:30 p.m. CT, July 26, 2011.